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HA	Wetterau, J., "CTI in the corporate enterprise," International Journal of Network Management; John Wiley & sons, vol. 8, pp. 235-243, 1998
HA	Ammicht, E., Gorin, A. & Tirso, A., "Knowledge Collection for Natural language spoken dialog systems," Proc. Eurospeech, Volume 3, Page 1375-1378, Budapest, Hungary, Sep. 1999

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EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant(s).